

**Directions:** Please complete shaded areas below.

<b>Department Name:</b> Finance, Tax Collector <b>Project Name:</b> Tax Collector Payment & Processing System and Document Imaging System <b>Project Amount:</b> \$500,000 <b>Preparer Name &amp; Contact Information:</b> Peter Cam <a href="mailto:dac@miamidadegov">dac@miamidadegov</a> , (305) 375- 4232		
<b>Project Type:</b> Please check (√) one.		
<input type="checkbox"/> Enterprise	<input checked="" type="checkbox"/> Communities of Interest	<input type="checkbox"/> Department Specific
<b>Funding Source:</b> Please check (√) one.		
<input checked="" type="checkbox"/> GF Capital	<input type="checkbox"/> Proprietary Capital	
<input type="checkbox"/> <b>Mandated Requirement</b> (If checked (√), please indicate who is mandating this request as well as the time frame)		
<input checked="" type="checkbox"/> <b>2 Department Priority of Initiative (1, 2, 3, etc.)</b>		

## Section A

### Background:

The Tax Collector's Office is responsible for processing payments and storing records and documents pertaining to all aspects of County taxes (e.g. real estate taxes), municipal taxes (i.e. the collection and distribution of funds for all local incorporated areas), various taxing authorities (e.g. water and sewer assessments), and State transactions (e.g. auto tags). Payments and documents need to be researched as dictated by many daily customers' inquiries and by our employees who are trying to tie up payments to bills, e.g. when customers just mail in a check and nothing else. Many of our internal processes are manual, inefficient, time consuming and may involve the efforts of several employees. The information that we hold (some of which has to be kept for up to twenty years) is critical to a number of departments including Property Appraiser, GSA, Building, HUD and the County Attorney. External customers include the municipalities, title and mortgage companies, private attorneys and the general public.

The Tax Collector's Office intends to upgrade the existing Mail Payment Processing System. The present system is only partially automated with an NCR 7780 that fast processes Occupational License payments, some Ad Valorem Property Tax Payments and some Auto Tag transactions.

### Problem Statement:

The complete mail handing, mail extraction, mail sorting, payments processing, over the counter payments and research system desperately needs to be automated in order to eliminate backlogs and delays in getting our payments to the bank promptly. Researching customer inquiries is a labor intensive, time consuming process often involving several employees in different units searching through documents and microfilm. An automated research process would tremendously improve the efficiency of the Tax Collector's Division. The tried and tested automated payments processing and document imaging technology exists and is already being utilized by several Florida Tax Collectors, giving them tremendous efficiencies, increased customer satisfaction, reduced customer complaints and increased interest earnings as payments reach the bank quicker.

**Solution:**

Tried and tested hardware and software for automated payments processing and document imaging technology is available and already being utilized by several Florida Tax Collectors giving them wide ranging efficiencies through faster cleaner payment processing with fewer exceptions requiring manual employee intervention. The benefits of acquiring this technology include; increased customer satisfaction, reduced backlog, fewer customer complaints, higher accrued interest earnings as payments reach our account sooner and more efficient and productive use of our employees' time. An imager located in each "over the counter" cashier station will ensure that payments can be tracked through the entire process from the moment they are presented to the cashier. Incoming payments by mail will be opened by extractor, imaged and then sorted prior to distribution or fast processing. A central division image database will store all this data which will be available for research, division wide.

**Expected Benefits / Direct Payback:**

Every incoming envelope and all its contents will be imaged as the division mail is delivered. This will enable the tracking of every incoming check, payment stub and document received by this division. This is something that we cannot do at present without imaging technology. If a payment does not appear on the present system as paid, employees need to manually search through every item of mail received including any backlog to find an item or payment. We receive thousands of items of mail per day. Many hours of employees' time could be spent more productively processing payments rather than searching for payments. Software and hardware is available to dramatically improve the speed and efficiency of the NCR 7780 payments processor by introducing a "two pass" software system that reduces operator intervention. This is linked to the extractor/imager, the mainframe computer system and central image data base to help with the identification of payments that may not be straight forward, thereby reducing exceptions. A central document data base will hold images of every document received by the division. This will make the daily research of payments, parcels of land and items from previous tax years available immediately by computer rather than manually searching through microfilm and paper documents. This will save a tremendous amount of time that our employees spend researching information and provide resolutions to customers' inquiries much more quickly. The storage of information digitally, is much more efficient than storage on microfilm or paper documents, some of which are required to be kept for up to twenty years. This will help reduce our current document storage problems which are costly in term of the space they take up and the time it takes to find documents manually.